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ABSTRACT

This final report describes a project developed to service inner-city neighborhood families in crisis by establishing a central referral services where families could go for help. A second goal is the provision of 24 hours a day, seven days a week care for children in a neighborhood based facility --which also provides other emergency forms of assistance, as required. Four sections focus on the geographical area, population of area, methodology, and a services summary describing areas such as shelter, clothing, medical, and fuel -- how they were used, and their advantages and disadvantages. Two additional summaries, providing statistical and financial data and fourteen tables, are also included. Through the coordination efforts of neighborhood agencies, organizations, and individuals, the project is said to have established and maintained neighborhood services and care for families and children effectively -- in addition to extensive record keeping for families served, and follow-up services and supplementary services such as employment, referrals, and baby-sitting. (Author/AM)

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# EMERGENCY SERVICES
# RESEARCH & DEMONSTRATION GRANT

# FINAL REPORT

Submitted by

Marion County Community
Coordinated Child Care, Inc.
1974

2

ED111895

# EMERGENCY SERVICES RESEARCH AND DEMONSTRATION PROJECT

October, 1972 - October, 1973

Marion County Community Coordinated
Child Care Policy Committee, Inc.
1505 N. Delaware
Indianapolis, Indiana 46202

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TABLE OF CONTENTS


| | | |
|---|---|---|
| Section I | Statement of Purpose | 1 |
| | Objectives From Proposal | 2 |
| | Overview of Project Results | 2 |
| Section II | Geographical Area | 4 |
| | Physical Structure | 4 |
| | Housing Units | 4 |
| | Retail Business | 5 |
| | Transportation | 5 |
| | Schools | 6 |
| | Child Care | 6 |
| | Recreation | 6 |
| | Agencies and Organizations | 7 |
| | Coordination of Services | 8 |
| | Summary | 8 |
| Section III | Population of Area | 9 |
| | Numbers Defined | 9 |
| | Household Heads | 9 |
| | Welfare Assistance Recipients | 9 |
| | Length of Residence | 10 |
| | Health | 10 |
| | Summary | 11 |

| | | |
|---|---|---|
| Section IV | Methodology | 12 |
| | Introduction | 12 |
| | Initial Interagency Communication | 12 |
| | Criteria for Selection of Staff | 13 |
| | Staff Assignment | 14 |
| | Staff Orientation and Training | 15 |
| | Intake Procedure | 16 |
| | Follow-Up | 18 |
| Section V | Services Summary | 21 |
| | Shelter | 21 |
| | Clothing | 22 |
| | Medical | 23 |
| | Fuel | 23 |
| Section VI | Statistical Summary | 25 |
| Section VII | Financial Summary | 45 |
| Appendix | | 46 |

APPENDIX


Area II Statistics for 1974 . . . . . A

Notice of Available Positions . . . . . B 1-4

Intake Form . . . . . C

Preliminary Referral Form . . . . . D

Dead-End Referral Form. . . . . E

Record of Assistance Form . . . . . F

Daily Register Form . . . . . G

Outreach Record Form. . . . . H

Food Voucher Form . . . . . I

Fliers. . . . . J 1-2

Newspaper Articles. . . . . K 1-2

Conference Feedback Form. . . . . L

LIST OF TABLES


| | | |
|---|---|---|
| Table A | Day of Month by Month of Initial Visit | 25 |
| Table B | Number of People Served and Number of Children in Unit | 26 |
| Table C | Requests for Aid by Type of Emergency | 27 |
| Table D | Timing of Requests for Aid | 28 |
| Table E | Primary Types of Service | 29 |
| Table 1 | Household Types | 30 |
| Table 2 | Type of Referrals to Emergency Services Project | 31 |
| Table 3 | Time Lived in Area by Ethnic Groups | 32 |
| Table 4 | Mean Number of Persons in Family by Ethnic Group | 33 |
| Table 5 | Presence of Pre-School and School-Age Children by Type of Family | 34 |
| Table 6 | Primary Services Given by Age of Children | 35 |
| Table 7 | Families Receiving Only One Primary Service by Age of Children | 36 |
| Table 8 | Primary Services Given to Families Without Children | 37 |
| Table 9 | Agencies to Which Referrals Were Made by Order of Referrals | 38 |
| Table 10 | Per Capita Yearly Income by Type of Family | 39 |
| Table 11 | Financial Assistance and Employment Statistics | 40 |
| Table 12-12A | Education and Employment Statistics | 41 |
| Table 13 | Education and Financial Assistance | 43 |
| Table 14 | Age of Persons in Families Without Children | 44 |

## SECTION I

### *STATEMENT OF PURPOSE*

In most neighborhoods, services to residents are provided by a variety of social welfare and educational agencies and organizations. Health and medical needs are frequently offered by a neighborhood health clinic. Educational and welfare needs are provided through the Public School system, Head Start, child care centers and other nearby institutions. Food and clothing may be obtained from clothing and food banks supported by church organizations and other social service groups. Usually, when a need arises, there is an organization to provide many of the necessary services.

Frequently, however, urgent needs arise during the after-work-hours of the day or during weekends. Emergencies during these periods include: fires which occur leaving families homeless, children in one parent families left unsupervised when an accident to the parent necessitates hopitalization, medical care urgently needed when no transportation is available to a hopsital or pharmacy, and other emergencies which require parents to leave the city for brief periods of time.

In some instances, families in crisis can depend on other family members or neighbors to help. However, in many inner-city neighborhoods, the residents are transients and there is no one on whom they can depend for help.

Persons faced with emergency situations often create more crises for themselves and their families when panicked by the most immediate or pressing problem. Some of these crisis situations involve small children who may go

hungry, have no supervision, and face possible danger at home when a mother needs to rush a critically ill child to the emergency room of a near-by hospital.

A. Objectives From Proposal

The Emergency Services Demonstration Project was developed to establish and maintain neighborhood services and care for families and children requiring assistance in crisis situations. The geographic area defined by Model Cities as Area #2 was chosen as a location where conditions frequently precipitate these critical problems. Service and care was to be provided through the establishment of a central referral service in the local neighborhood where families could go for help. Ongoing records were to be kept on identified "emergency ridden" families through coordinated efforts of social service and educational agencies presently working in the area and staff from this project.

A second goal was to provide a neighborhood based facility for twenty-four hour, seven days a week care for children and to furnish other significant assistance as required. This was to be a supportive effort, not otherwise provided by an agency in the neighborhood on a twenty-four hour basis and would allow for direct services to families with emergency situations.

Follow-up was to be provided families requesting emergency assistance. Records were to be kept on these families to ascertain what action might be taken to help them out of a "crisis ridden" cycle.

B. Overview of Project Results

It is felt that this project was able to establish and maintain neighborhood services and care for families and children in an effective manner

resulting from the coordinated efforts of numerous agencies and interested individuals throughout the city and county.

Direct activities of those parties interested in the growth and development of an efficiant central referral service for the community were identified within the geographic boundaries of the project target area. Sufficient resources were available within this area which could provide assistance to "crisis ridden" families. The support from these neighborhood agencies, organizations and individuals in identifying families in trouble proved to be invaluable to the success of this project.

The task of extensive record keeping for the families served and follow-up services, an essential element in evaluating the project, was accomplished through the continuous effort of staff, supportive agencies, organizations and individuals.

The establishment of the project central office where twenty-four hour service could be provided to area residents was necessary in the development of an efficient system. This facility became extremely effective as a central referral office, as well as, a point of distribution for all services provided by this project.

Although, one of the original project objectives was to provide the neighborhood with twenty-four hour child care and other significant assistance as required, several additional services were provided, e.g. employment referrals and babysitting. The coordinated efforts of staff, other agencies and individuals resulted in the development of an effective record keeping system from which extensive follow-up services were maintained.

SECTION II

*GEOGRAPHICAL AREA*

## Physical Structure

The geographic area selected for this project is described by the Model Cities Program as Area #2. Prior studies of this area have shown that this neighborhood typifies a physical environment which may frequently precipitate crises situations. Various physical structures which are used for housing, retail businesses, small shops, organizations and agencies are located within this 0.86 square mile area.

Structural material found in many buildings include some masonry and stucco, however, the majority of the buildings have wooden exteriors.

The appearance of some of the structures reflects poor maintenance efforts by owners and/or occupants. The result is dilapidated housing. Some buildings have deteriorated to the point of being declared unsafe or unfit for occupancy by the Bureau of Environmental Health.

## Housing Units

Available housing within the area consists of apartment buildings and single family dwellings. The larger old houses have been subdivided into multi-family residences. According to the report on combined studies recorded in May, 1971, of the 6,596 dwellings in Area #2, 10.4% were overcrowded with one or more persons per room.[1]

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[1] Department of Metropolitan Development, Model Cities Program Work Paper 1, Job 720 Data Summary, pp. 1-2

For example, this project served one family consisting of a grandmother, six grandchildren, and the grandmother's sister with her one child. These persons all occupied a small one bedroom apartment. Similar overcrowding was reported in many of the cases served by this project.

The average monthly rent paid for housing is $79.28 with the average value of owner occupied housing being $8,415.00.[2]

Retail Business

Small shops within the geographic area offer a wide range of goods and services. Television repair shops, shoe repair shops, laundry-dry cleaners, locksmiths, small grocery stores and a variety of other shops provide convenient shopping facilities for residents without transportation or who could not afford transportation to the downtown central business district.

Larger retail businesses within the district include a taxi-cab company, supermarkets, drug stores, a bakery, numerous gasoline stations, many restaurants and carry-out eating facilities.

Transportation

Transportation within the geographic area is readily accessible. The Indianapolis Transit System has several routes serving this district and the local government has sponsored a neighborhood bus at half fare rates. The route of this neighborhood bus goes directly to the Marion County General Hospital and other service agencies located in the central city. The Model Cities Transit, which is separate from the Neighborhood Bus service is also

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[2]Ibid, p.III-2

available in the project target area as a shuttle service for small groups, but has no regularly scheduled routes. As previously mentioned in the section on retail businesses, there is a taxi service available twenty-four hours a day.

The combination of community bus lines, reduced bus rates and available taxi service could allow the residents a great degree of mobility.

Schools

At the onset of this project, there were two elementary public schools in the area which served the needs of the community. Since that time, the planned student assignment to public school has been redefined and some residents no longer use these facilities.

Child Care

There presently are three day care centers in the area which offer care for infants and toddlers, one of which provides twenty-four hour service. Additionally, there are several licensed day care homes and two licensed group homes for adolescents. One of the group homes provides services for retarded adolescent.

Recreation

The Indianapolis Parks Department provides several parks for use by neighborhood residents. Other efforts are being directed by church and community organizations to provide recreational activities. For example, the Presbyterian Metropolitan Center plans daily recreational youth programs as well as arts and crafts and sewing classes for interested community residents.

Agencies and Organizations

Churches of various denominations in the neighborhood appear to be genuinely concerned about the growth and development of the community and offer resources for service in the area. Three of the larger churches with social service units are the Presbyterian Metropolitan Center, the Episcopal Community Services Center and the Central Avenue Methodist Church. All three share responsibility for these services directly, or house other service agencies. For example, the Presbyterian Metropolitan Center houses such agencies as Marion County 4-C's, a training facility for teachers of young children sponsored by the Consortium for Urban Education at Indiana University-Purdue University of Indianapolis, the Welfare Rights Organization, the Human Justice Commission, a Community Health Nurse Station, the Midtown Mental Health Out-patient Adult Clinic, as well as, a clinic for children 0-18 years of age, a licensed child care center, and two Head Start classrooms. In addition to the many agencies and organizations actually working out of the Metropolitan Center, there are as many as 130 meetings and workshops held in the facility each month by groups such as the six block clubs located in this target area.

The other two large church centers mentioned provide similar types of community services and all three provide limited amounts of food and clothing for area residents. There are numerous other agencies and organizations in the area which can provide ample direct assistance and information about families served to be coordinated by a central referral office.

## Coordination of Services

Many services were available for area residents from numerous sources within the community. However, there was a need for coordination of existing resources to guarantee that all available aid was utilized in an attempt to avoid crises. There was an identified need for a coordinating agency which could establish regular meetings of agencies and organizations to meet and discuss ways to develop an effective communication network and to identify and screen abusers of assistance. For example, a person receiving food simultaneously from several agencies.

## Summary

The vast majority of agencies and organizations with individual guidelines and time schedules have many resources to offer residents, however, to avoid duplication and abuse of services, the development and use of a central coordinating office is needed to act as a catalyst.

## SECTION III

### *POPULATION OF AREA*

Numbers Defined

The total population of the target area was 12,837 as reported in the 1970 census and of that number, 8,473 were non-white. There were 3,428 children between the ages of 0-15 residing in this area and 6,735 women. Combined, the number of women and children make up the majority of area residents.[1]

Household Heads

A sample survey taken by Model Cities in April, 1970 pointed out that of 734 households, 447 were female headed and 287 were headed by males. The occupation of the male household head varied from unskilled to skilled labor with the greater occupational concentration in the area of unskilled labor. Family incomes ranged from $1,500 up to $3,200 per year, and these figures represented income of household heads.[2]

Welfare Assistance Recipients

Income of families earning less than $3,200 per year was usually received through some type of assistance, e.g. old age, disability, or Aid to Dependent Children. Statistics taken from the Department of Public Welfare for the target area taken in April, 1971 showed 131 cases of old age assistance, 86

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[1]Population figures taken from the 1970 census.

[2]Taken from the Model Cities Survey, April, 1970.

cases of disability assistance, and 336 Aid to Dependent Children cases involving a total of 1,805 children.

Length of Residence

The target area was composed of a population which is highly transient. In the Model Cities sample survey of April, 1970, of the total 728 residential occupants surveyed, 99 showed residency for a period of time less than three months with 70 residing for a period of three to six months and 51 for six to twelve months. A total of 508 occupants lived at one location for a period of thirteen months or more.

In the survey noted above, 158 were born in Marion County, 136 were born in Indiana outside Marion County and 52 were born in other Midwestern states. The largest proportion of the population surveyed showed that 371 were born in the Southern states.

Health

Statistics from Health and Hospital Corporation of Marion County for 1970 showed the number of live births was 287. Statistics for 1973-74 provided by Community Health Nursing Station I showed that service was provided for a total of 40 expectant mothers, 145 postpartum and newborn cases, 18 premature births, 160 pre-school aged children and 91 school-aged children. Other information is listed in Appendix A.

Station I is one of two Community Health Nursing Stations in addition to various health clinics located in, or directly adjacent to the project target area.

Summary

The target area of this project had a majority of women and children. Many of the residents' incomes ranged from $1,500 to $3,200.

There was a large proportion of female headed households compared to those headed by males. A large percentage of these residents had occupations requiring few skills. Many of the employed residents were underemployed and required some type of welfare assistance. Most citizens of the target area were highly transient and few stayed longer than two years. The greatest number of residents were born outside Marion County.

The information furnished in the preceding section provides substantial proof of an environment which frequently precipitated crises situations found in this target area.

# SECTION IV

## *METHODOLOGY*

### Introduction

Within the boundaries of the target area, both direct and indirect services were provided by this project to residents in crisis situations. For persons residing outside the target area, indirect service only was provided, and this was usually information or referral for which there was no follow-up.

"Direct Services" were those identified as services which could be given by this project to provide immediate relief in a crisis situation without duplicating other available services. These services included food, clothing, fuel and transportation. Medical needs included prescription service and over the counter drug items. Shelter was available to families burned out or evicted and for families and children referred by Juvenile authorities.

### Initial Interagency Communication

Communication with neighborhood agencies began prior to the funding of this project when they met to discuss the possible need for the development of a coordinating agency for families and children in crisis. A second meeting was held after this project was funded to establish a system and finalize procedures for providing services before field staff was hired. The project director met with many agencies and organizations individually to seek information about the specific services provided by each agency and to explain in detail the purpose of this project. A written overview of the objectives of this project

as well as other pertinent information was left with each agency.

Examples of agencies contacted in the target area include probation officers and the volunteer services section of the Juvenile Center, three large church centers, the block club presidents and the Model Cities Citizens Demonstration Agency Board to name a few.

After the project was initiated, constant communication was maintained with these agencies. Communication was essential to discuss:

1. mutual clients served by various agencies
2. solicit cooperation for coordinated activities
3. discuss problems and possible pitfalls
4. incorporate valid recommendations for changes in procedures, record keeping, etc.

Criteria for Selection of Staff

Four types of staff positions were made available through this project. These positions included the following:

1. one clerk-typist at 10% time
2. four neighborhood workers at 10% time
3. three emergency care workers at 100% time
4. one director at 100% time.

Information pertaining to the qualifications, duties and salaries of these positions can be found in job descriptions located elsewhere in this report. (Appendix B)

Hiring Procedures

The project director was screened by the Marion County 4-C's director and approved by the Marion County 4-C's Board of Directors. It was essential that

this project director have knowledge of the Indianapolis Community at large, demonstrate skill in dealing cooperatively with these agencies and possess considerable skill in designing program and evaluation data. The remaining staff was interviewed by the 4-C's director and Emergency Services Project director and approved by the Marion County 4-C's Board of Directors. A significant staff requirement was that they must reside in the project's target area.

It was important that each staff member possess knowledge of the community, be somewhat familiar with community resources and demonstrate the ability to work appropriately with neighborhood residents and agencies.

The original project design allowed for one part-time clerk-typist, two full-time Emergency Care Workers and four part-time Neighborhood Outreach Workers. However, the staff make-up was later changed to include three full-time Emergency Care Workers, four part-time Neighborhood Outreach Workers and one Clerk-typist position. These changes were made because of the need to have the project manned at all times.

Staff Assignment

The target area was sub-divided into area sections. Sections were assigned to outreach workers and Emergency Care workers in the area which did not include the residence of the staff member. Assignments were made in this manner to avoid any reluctance or discomfort clients might exhibit when requesting assistance from a "neighbor" staff member.

Neighborhood staff workers, the neighborhood outreach workers and the emergency care workers shared the responsibility of defining the objectives of the project to residents and community agencies and answering any questions which were raised.

The staff also shared the responsibility of collecting data about area residents who had applied for emergency assistance. They maintained records that were required to provide efficient service.

Staff Orientation and Training

After staff was hired, the orientation process was initiated. Staff was provided with information concerning the purpose of the project. Procedure to be used and other general employee information contained in the 4-C's Personnel code and By-Laws was provided.

Several community agencies were asked to present training sessions about the services and functions carried out by their agencies. Examples of training sessions are:

1. First aid training was presented by the American Red Cross.
2. Social Security Administration explained the various types of assistance available to the community through their offices.
3. The Marion County Office of Relocation which described its role in serving families needing housing which results from eviction because of the lack of safety or sanitation.
4. Community Health Nursing Station #1 presented services available in the medical area.

During these training sessions, each agency described any specific procedures which would be required when a referral was made to their agency. Project staff was able to ask questions about the handling of hypothetical cases and was given the opportunity to establish direct contact through that

representative in the event that further questions should arise. Literature was requested and provided to the project staff whenever available.

In addition to the initial training session presented by the various agencies, subsequent meetings were held with social outreach workers. (These meetings are more fully discussed in the communications section.)

Intake Procedures

When service was requested, the staff person on duty would complete an intake form which included as much information as possible; place of birth, length of residency, social security number or other identification number, type of welfare assistance currently received, the number of people in the family and the service requested from Marion County 4-C's Emergency Services Project. This information was useful for outside referrals and for service to this project.

During the intake process, staff made observations noting what other additional assistance might be needed. For example, a client would come requesting assistance for food and staff would note that the children needed shoes and clothing as well. (See Appendix C Intake Form)

As each request was recieved, the referral process was first initiated beginning with the office of the Center Township Trustee; the agency responsible for providing emergency help in this area. Once the referral to the Trustee was completed, it was determined whether this project should offer direct service concurrently with other welfare agencies. For example, a family applying for Aid to Dependent Children had a waiting period of about thirty days before assistance was forthcoming. The Trustee provided some assistance during this period, but many times there was a need for additional clothing for school-age children or transportation to other agencies. During the waiting period, this

project could refer a client to a clothing bank or buy new clothing, as well as provide bus tickets and taxi service.

Any resident seeking assistance from this project for any of the services previously listed was required to come to the shelter house. The client could be a "walk-in" or one referred by any agency, organization or individual. The form was to be filled out immediately.

When an additional need for emergency assistance was identified, service not provided by the Township Trustee, this referral was then classified as an active case and assigned to a staff person according to the area in which the client resided. The following client study is an example of process in providing assistance:

> Mrs. H. was being assisted by her Community Health Nurse after major surgery on both legs, and she was faced with complex problems. Her monthly assistance check was late in arriving and her house had been condemned. Because she was unable to transport herself without considerable assistance, Mr. W., the staff person assigned to her case accompanied her to purchase household supplies, to apply for housing and furnished transportation. Mr. W. also provided assistance in filling out the necessary application forms for relocation.

Frequently, clients were unaware of existing services, therefore, the intake process was simply a matter of making referrals and setting appointments. In other cases, the intake procedure led to the delivery of direct assistance to satisfy an immediate need in addition to a complex process of referrals to several different agencies for relief. Specific referral procedures requested by supporting agencies and organizations were used.

Follow-up

Follow-up was provided to clients if a need was defined. After a referral had been made to another agency or organization by this project, either a return of a feedback slip (Appendix E ) or a telephone call was made to the appropriate agency. The agency staff member and the project staff member jointly determined the degree of relief the client had recieved with assistance which had been furnished.

For the duration of this project, staff members were required to contact each client every thirty days, and more frequent contacts were encouraged if the workload permitted. These contacts included home visits only with advanced notice. During these home visits, the staff member could make some determination about the client's current situation and whether other services were indicated. Often the staff member was able to assist the client in averting some pending crisis.

Telephone calls were used as a second method of follow-up contact. Frequently, clients would call to inform staff of the outcome of the referral. Staff assumed the responsibility for calling the agency to which the referral had been made. Additonally, calls to clients were placed on a regular basis.

Community Involvment and Public Relations

Bi-weekly Meetings:

Bi-weekly meetings were held with agencies and organizations located within and outside the target area. (Appendix L)

Staff members from these agencies were provided with opportunities to share vital information about clients whose situation was critical. These

meetings also afforded them an occasion to alert other agencies about clients who appeared to deliberately seek duplicating and simultaneous services.

Day to day phone contacts were maintained with a few agencies because requests for services such as food and clothing were made frequently.

Resident Workshops

Workshops were held occasionally for residents in the area. As this project's activities increased, an apparent need for client workshops was indicated.

An example of one workshop was one presented by the Marion County Cooperative Extension Service of Purdue University. Information about nutrition, hygiene and budgeting was presented. Appointments for individual counseling were made for those who requested continued assistance. (Appendix J-2)

Not only did these workshops furnish the residents with useful information, they also provided another avenue of communication.

Media Communication

Fliers

Printed communication within the target area was limited to the use of fliers. They were distributed by staff to laundromats, shoe repair shops and other commercial enterprises. Staff also placed fliers in residents' mailboxes and under doors. This proved to be an effective means of communication. It reached potential clients who were not informed through other means. (Appendix J)

Newspapers

The use of the radio and newspaper was purposely restricted in view of the fact that the target area of this project was specifically defined, and wide-spread publicity would have encouraged excessive requests from outside the target area.

Newspaper articles were used on only two occasions. First, by the Indianapolis Star-News announcing the grant and outlining the services to be provided, and also in a neighborhood paper which further explained the project's goals and objectives. (Appendix K)

# SECTION V

## *SERVICES SUMMARY*

### Shelter

The shelter was used for:

1. central office
2. families referred from Juvenile authorities
3. runaways
4. families referred from Mental Health Clinic
5. babysitting for families completing business related to crises
6. meeting place for agency representatives and counselors.

Advantages:

1. Provided a central location within target area.
2. Provided a home-like facility.
3. Provided a location near a community center frequently used by residents of the area.
4. Provided a distribution center for printed materials about available services.

Problems:

1. Lacked adequate staff to man shelter on a 24 hour basis.
2. Lacked budget for maintenance.

Food

Clients were provided:

1. Staples and frozen foods distributed from the shelter when participating groceries were closed.
2. Vouchers and food certificates redeemable at participating groceries.

Advantages:

1. Interim assistance for clients not qualifying for assistance from other agencies.
2. Provided food when food stamps were lost or stolen.
3. Replaced food lost to spoilage due to insufficient refrigeration.

Clothing

Was made available through:

1. Purchase of new clothing. Thirty dollars was allowed for each family member unless a more urgent need was identified.
2. Clothing banks of donated items stored in shelter
3. Referral to a network of community clothing banks. Referrals were also made to these and other resources for special clothing such as orthopedic shoes, etc.

Advantages:

1. An immediate solution to the problem of inadequate clothing supplies.
2. Allowed for the purchase of clothing when sudden severe weather changes occurred.

Medical

Uses included:

1. clients of all ages
2. referrals to clinics
3. involved Community Health Nurses
4. purchase of legal prescriptions and drugstore items needed for personal hygiene.

Advantages:

1. Increased involvement with community health resources which led to the development of a more extensive communication of resident's needs and available services.
2. Assured treatment for illness in those families ineligible for welfare assistance due to an income above that required by welfare guidelines, yet too low to afford financial obligations of medical crises.

Fuel

Users provided:

1. Service to residents with no other available source.
2. Payments for electricity, gas, coal, and oil through direct arrangements made with each utility or company.
3. Partial payment for fuel bills partially paid by another source.
4. Cans of oil which were stored at the shelter.

Advantages:

Payments for clients' fuel bills could be arranged over the telephone because accounts had been established with fuel companies.

## SECTION VI

### *STATISTICAL SUMMARY*

Although the demonstration was officially in existence from January through October of 1973, the first five months indicate very light usage, as it took some time for the service to become known and accepted in the community.

TABLE A

*DAY OF THE MONTH BY MONTH OF INITIAL VISIT*

| Month | 1st-6th | 7th-12th | 13th-18th | 17th-24th | 25th-31st | Totals |
|---|---|---|---|---|---|---|
| January | 1 | - | - | 10 | - | 11 |
| February | - | 3 | 1 | 5 | - | 9 |
| March | 1 | - | - | 2 | 6 | 9 |
| April | 4 | - | 1 | 2 | 6 | 13 |
| May | 3 | 2 | 8 | 4 | 2 | 19 |
| June | 4 | 5 | 6 | 13 | 41 | 69 |
| July | 10 | 4 | 8 | 6 | 29 | 57 |
| August | 10 | 7 | 12 | 14 | 23 | 66 |
| September | 9 | 9 | 12 | 7 | 22 | 59 |
| October | 6 | 7 | 1 | 15 | 7 | 33 |
| Totals | 48 | 37 | 49 | 78 | 133 | 345 |

The final month, October, also shows lessened usage as the program began to disengage. The major usage of the program came from June through September. Of the Total Households served, 72.7% applied during these months and it is assumed that these four months represent the most normal rate of service with an average of 62 cases per month.

TABLE B

*NUMBER OF PEOPLE SERVED AND NUMBER OF CHILDREN IN UNIT*

| Number of People Served | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 or More | Total (x) | Total (yx) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 50 | 1 | | | | | | | | | | 51 | 51 |
| 2 | 23 | 55 | | | | | | | | | | 78 | 156 |
| 3 | 1 | 5 | 40 | | | | | | | | | 46 | 138 |
| 4 | | | 19 | 42 | | | | | | | | 61 | 244 |
| 5 | | 1 | | 17 | 30 | | | | | | | 48 | 240 |
| 6 | | | 1 | 1 | 8 | 18 | | | | | | 28 | 168 |
| 7 | | | | 1 | | 7 | 10 | | | | | 18 | 126 |
| 8 | | | | | | 2 | 2 | 5 | | | | 9 | 72 |
| 9 | | | | | | | 1 | | 4 | | | 5 | 45 |
| 10 or more | | | | | | | | | | | 1 | 1 | 10 |
| Total (x) | 74 | 62 | 60 | 61 | 38 | 27 | 13 | 5 | 4 | | 1 | 345 | 1,250 |
| (yx) | | 62 | 120 | 183 | 152 | 135 | 78 | 35 | 32 | | 9 | 806 | |

Of the 290 households with more than a single person, 85 or 29.3% contained two or more adults. For our purpose, adult was defined as anyone 18 years of age or older.

As could be predicted, the emergencies were primarily financial. Of th 342 households for whom we had sufficient information to compare, 324 or 94.5% involved monetary distress. The largest groups (41.8%) simply had income, but it was insufficient for their needs.

TABLE C

*REQUESTS FOR AID BY TYPE OF EMERGENCY*

| Type of Emergency | Households | % |
|---|---|---|
| Waiting for approval or re-evaluation of grant--trustee, Welfare | 46 | 13.5 |
| Agency management problem--Court didn't mail checks, checks didn't arrive, computer broke in Food Stamp office | 11 | 3.3 |
| Eviction | 2 | .6 |
| Extra expense on fixed income--school clothes, etc. | 16 | 4.6 |
| Fire | 1 | .3 |
| Addition to family--birth, informal adoption, etc. | 11 | 3.3 |
| Income cut off unexpectedly--spouse in jail, lost job, newly divorced, etc. | 78 | 22.8 |
| Delayed employment status--job training, medical or psychiatric out-patient | 30 | 8.7 |
| Income insufficient for needs | 143 | 41.8 |
| Other | 4 | 1.1 |
| Total | 342 | 100% |

Another large group had their income cut off unexpectedly (22.8%), while others were waiting for approval of re-evaluation of a grant from the Trustee or Welfare (13.5%), were in job training or a medical status that delayed employment (8.7%), had an unusual expense on a fixed income (4.6%), or had not received a check because of agency or mail delay.

It is not surprising, therefore, to find that 61% of the requests for aid come between the 19th and 31st of the month, and the largest single category of 133 (39%) requested help between the 25th and the 31st of the month as illustrated in Table A.

TABLE D

*TIMING OF REQUESTS FOR AID*

Time of Day

| Day of Week | 8:01 A.M. to Noon | 12:01 P.M. to 4:00 P.M. | 4:01 P.M. to 8:00 P.M. | Total |
|---|---|---|---|---|
| Monday | 26 | 27 | 7 | 60 |
| Tuesday | 24 | 39 | 8 | 71 |
| Wednesday | 13 | 54 | 12 | 79 |
| Thursday | 14 | 39 | 9 | 62 |
| Friday | 16 | 18 | 11 | 45 |
| Saturday | 4 | 5 | 4 | 13 |
| Sunday | | 3 | 2 | 5 |
| Totals | 97 | 185 | 53 | 335 |
| | 29% | 55.2% | 15.8% | 100% |

Although the demonstration had designed service delivery on a twenty-four hours basis, seven days a week, the majority of requests (317 or 80.6%) came between 8:00 A.M. and 4:00 P.M. on a weekday. Only 15.8% came after 4:00 P.M. and only 5% on weekends. Two factors may be related to this pattern. It is possible that many people who knew of the service might still hesitate to come outside of normal office hours. A more probable explanation of the pattern is that economic shortage is sufficiently predictable for service users to plan ahead for a few days, although the shortage cannot be prevented.

To prevent statistical confusion, only the service that was highest priority for each household was included in the following table, though multiple services were often needed. The emphasis on emergency financial need is again reflected.

TABLE E

*PRIMARY TYPES OF SERVICE*

*Note: Only the highest priority need was listed for each household, although many had a combination of several needs.*

| Primary Type of Service | Number of Households | % |
|---|---|---|
| Food | 219 | 63.5 |
| Clothing | 9 | 2.6 |
| Transportation | 9 | 2.6 |
| Medical Supplies | 3 | .9 |
| Shelter | 2 | .6 |
| Fuel | 1 | .3 |
| Other | 3 | .9 |
| Referral | 99 | 28.6 |
| Total | 345 | 100% |

In the heavy emphasis on the provision of food which was the primary service given to 219 households (63.5%). The 99 households (28.6%) who were referred to other agencies also reflects need for income or income adjustments in many cases.

TABLE 1

*HOUSEHOLD TYPES*

| Type | Number | Percentage |
|---|---|---|
| Single (Living Alone) | 60 | 15.3 |
| Single and Aged Parent | 3 | .8 |
| Married Couple Without Child | 18 | 4.5 |
| Couple with Child(ren) | 80 | 20.4 |
| Mother and Child(ren) | 211 | 53.8 |
| Father and Child(ren) | 8 | 2.0 |
| Mother, Children and Grandparent | 4 | 1.0 |
| Father, Children and Grandparent | 1 | .3 |
| Grandparents and Children | 3 | .8 |
| One Grandparent and Children | 2 | .5 |
| Aunt and Children | 1 | .3 |
| Uncle and Children | 1 | .3 |
| Total Families | 392 | 100% |

TABLE 2

*TYPE OF REFERRAL TO EMERGENCY SERVICES PROJECT*

| Type | Number | Percentage |
|---|---|---|
| Walk-in | 103 | 26 |
| Agency | 110 | 28 |
| Personal Contact | 160 | 41 |
| Outreach | 8 | 2 |
| Not Known | 11 | 3 |
| Total | 392 | 100% |

TABLE 3



*TIME LIVED IN AREA BY ETHNIC GROUPS*

| Ethnic Groups | 0-7 Days | 8 Days to 1 Month | 1 Month to 3 Months | 3 Months to 6 Months | 6 Months to 1 Year | 1 Year to 5 Years | +5 Years | Life | Sub-Total | Unknown | Total | Percentage |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Black | 11 | 30 | 39 | 44 | 59 | 59 | 13 | 6 | 261 | 81 | 342 | 87.2 |
| Percentage | 4.2 | 11.5 | 14.9 | 16.9 | 22.6 | 22.6 | 5.0 | 2.3 | 100% | | | |
| White | 7 | 5 | 4 | 4 | 4 | 6 | | 2 | 32 | 10 | 42 | 10.7 |
| Percentage | 21.9 | 15.6 | 12.5 | 12.5 | 12.5 | 18.8 | | 6.2 | 100% | | | |
| Chicano | | | | | | 2 | | | 2 | 1 | 3 | .8 |
| Percentage | | | | | | 100% | | | 100% | | | |
| Unknown | | | | | | | | | | 5 | 5 | 1.3 |
| Total | 18 | 35 | 43 | 48 | 63 | 67 | 13 | 8 | 295 | 97 | 392 | 100% |
| Percentage | 6.1 | 11.9 | 14.6 | 16.3 | 21.3 | 22.7 | 4.4 | 2.7 | 100% | | | |
| Cumulative | 6.1 | 18.0 | 32.6 | 48.9 | 70.2 | 92.9 | 97.3 | 100% | | | | |

TABLE 4

*MEAN NUMBER OF PERSONS IN FAMILY BY ETHNIC GROUP*

| Ethnic Groups | *Number of Persons Served | Number of Families Served | Mean Family Size | Number of Families Without Children | Family Size Unknown |
|---|---|---|---|---|---|
| Black | 1,356 | 342 | 4 | 55 (16% of Black Families) | 4 |
| White | 93 | 42 | 2 | 26 (62% of White Families) | 1 |
| Chicano | 7 | 3 | 2 | 0 | |
| Ethnic Group Unknown | 14 | 5 | 3 | 0 | |
| Total | 1,470 | 392 | 4 | 81 (21% of all client families) | |

* The five families in which size was unknown were included at the mean family size for the appropriate ethnic group.

TABLE 5

*PRESENCE OF PRE-SCHOOL AND SCHOOL-AGE CHILDREN BY TYPE OF FAMILY*



| Family Type | Pre-School Only | % | Both | % | School-Age Only | % | Unknown | % | Total | % |
|---|---|---|---|---|---|---|---|---|---|---|
| Two Parent | 16 | 20% | 31 | 39% | 29 | 36% | 4 | 5% | 80 | 100% |
| One Parent | 67 | 30% | 87 | 39% | 63 | 28% | 7 | 3% | 224 | 100% |
| Other | 3 | 43% | 2 | 28.5% | 2 | 28.5% | | | 7 | 100% |
| Total | 86 | 27.7% | 120 | 38.6% | 94 | 30.2% | 11 | 3.5% | 311 | *100% |

* 100 % of families with children

TABLE 6

*PRIMARY SERVICES** GIVEN BY AGE OF CHILDREN**

| Primary Services Given | Pre-School Children Only | % | Both | % | School-Age Children Only | % | Children's Age Group Unknown | Total Families Served | % |
|---|---|---|---|---|---|---|---|---|---|
| Food | 66 | 77% | 102 | 85% | 78 | 83% | 7 | 253 | 81% |
| Referral | 18 | 21% | 27 | 23% | 14 | 15% | 2 | 61 | 20% |
| Transportation | 13 | 15% | 10 | 8% | 10 | 11% | | 33 | 11% |
| Clothing | 2 | 2% | 3 | 2% | 5 | 5% | 2 | 12 | 4% |
| Total Families With Children | 86 | 100% | 120 | 100% | 94 | 100% | 11 | 311 | 100% |

** Because of multiple services, rows and column totals will exceed the number of families and percentage will exceed 100%.

* Includes only families with children (311).

TABLE 7

*FAMILIES RECEIVING ONLY ONE PRIMARY SERVICE BY AGE OF CHILDREN**

| Primary Services Given | Pre-School Children Only | % | Both | % | School-Age Children Only | % | Children's Age Group Unknown | Total Families Served | % |
|---|---|---|---|---|---|---|---|---|---|
| Food | 38 | 44% | 63 | 52% | 51 | 54% | 4 | 156 | 39.8% |
| Referral | 9 | | 10 | | 6 | | 2 | 27 | |
| Transportation | 2 | | 2 | | 1 | | | 5 | |
| Clothing | 2 | | 3 | | 5 | | 2 | 12 | |
| Subtotal | 51 | 59% | 78 | 65% | 63 | 67% | 8 | 200 | 64% |
| Total Number | 86 | 100% | 120 | 100% | 94 | 100% | 11 | 311 | 100% |

* Includes only families with children (311).

TABLE 8

*PRIMARY SERVICES** GIVEN TO FAMILIES WITHOUT CHILDREN*

| Primary Services Given | Number of Families | Percentage |
|---|---|---|
| Food | 54 | 67% |
| Referral | 37 | 46% |
| Transportation | 21 | 26% |
| Clothing | 2 | 2% |
| Total Families Without Children | 81 | 100% |

** Because of multiple services to many families, the column total is greater than the actual number of families, even when only major services given are counted. These figures represent a measure of greatest needs rather than an accurate count of all services given each family.

TABLE 9

*AGENCIES TO WHICH REFERRALS WERE MADE BY ORDER OF REFERRALS*

| Agencies | Single Referrals | Plus Multiple Referrals | Total Referrals | |
|---|---|---|---|---|
| No Information | | | 6 | |
| No Referral Made | | | 142 | |
| Township Trustee | 165 | 4 | 169 | (69% of total referrals) |
| Department of Public Welfare | 31 | 3 | 34 | (14% of total referrals) |
| Episcopal Community Services | 8 | | 8 | |
| Barton House, Wheeler Mission, Salvation Army | 6 | | 6 | |
| Welfare Rights Organization | 5 | 1 | 6 | |
| Office of Relocation | 3 | 1 | 4 | |
| American Red Cross | 3 | | 3 | |
| Presbyterian Metro Center | 2 | 1 | 3 | |
| Catholic Social Services | 2 | 2 | 4 | |
| Greater Indianapolis Housing Development Corp. | 1 | | 1 | |
| Legal Services Organization | 1 | 1 | 2 | |
| Broadway United Methodist Church | 1 | | 1 | |
| Holy Angels Catholic Church | 1 | | 1 | |
| Social Security Administration | 1 | 2 | 3 | |
| Goodwill Industries | 1 | | 1 | |
| Subsidized Management | 1 | 1 | 2 | |
| Central Avenue Health Clinic | 1 | | 1 | |
| Opportunities Industrialization Center | 1 | | 1 | |
| Youth Services Bureau | 1 | | 1 | |
| Manpower Commission | 1 | | 1 | |
| Multiple Referrals | 8 | | | |
| Total Number of Families Given Referrals | 244 or 62% of total client group (392) | | | |

TABLE 10

*PER CAPITAL YEARLY INCOME BY TYPE OF FAMILY**

| Type of Family | Mean Per Capita Income | Lowest Per Capita Income | Highest Per Capita Income | Number of Families With Known Income | Number of Families With Unknown Income | Total Number of Families |
|---|---|---|---|---|---|---|
| Single, Living Alone | $1,779.42 | $ 0. | $9,000.00 | 31 | 29 | 60 |
| Single and Aged Parent | 1,712.66 | 850.00 | 3,000.00 | 3 | 0 | 3 |
| Couple Without Child | 1,442.17 | 198.00 | 3,500.00 | 12 | 6 | 18 |
| Couple With Children | 851.99 | 154.50 | 3,000.00 | 37 | 43 | 80 |
| Mother and Children | 549.31 | 0. | 2,500.00 | 148 | 63 | 211 |
| Father and Children | 753.90 | 295.60 | 1,360.00 | 4 | 4 | 8 |
| Mother, Grandparent and Children | 637.82 | 233.33 | 1,302.00 | 3 | 1 | 4 |
| Father, Grandparent and Children | | | | 0 | 1 | 1 |
| Grandparents and Children | 401.07 | 373.14 | 429.00 | 2 | 1 | 3 |
| One Grandparent and Children | 960.00 | 672.00 | 1,248.00 | 2 | 0 | 2 |
| Aunt and Children | 1,860.00 | 1,860.00 | 1,860.00 | 1 | 0 | 1 |
| Uncle and Children | 1,200.00 | 1,200.00 | 1,200.00 | 1 | 0 | 1 |
| Total | $ 824.34 | $ 0. | $9,000.00 | 244 | 148 | 392 |

* Mean and range computed only on families whose income was known. As noted in column five above, there are large numbers of client families whose income is unknown.

TABLE 11

*FIANCIAL ASSISTANCE AND EMPLOYMENT STATISTICS*

| Financial Assistance | Employed | % | Not Employed | % | Employment Pending | % | Employment Unknown | % | Total | Percentage Receiving Assistance |
|---|---|---|---|---|---|---|---|---|---|---|
| None | 37 | 55% | 78 | 28% | 21 | 75% | 5 | 24% | 141 | 36% |
| ADC Pending | 0 | | 27 | 10% | 2 | 7% | 1 | 5% | 30 | 8% |
| ADC | 19 | | 118 | | 2 | | 6 | | 145 | 37% |
| Social Security | 1 | | 22 | | 0 | | 0 | | 23 | 6% |
| Trustee | 2 | | 6 | | 2 | | 0 | | 10 | 2% |
| Veteran's Disability | 0 | | 8 | | 0 | | 1 | | 9 | 2% |
| Unknown | 8 | | 17 | | 1 | | 3 | | 34 | 9% |
| Total | 67 | 100% | 276 | 100% | 28 | 100% | 21 | 100% | 392 | |
| % in Employment Status | 17% | | 70% | | 7% | | 6% | | 100% | |

TABLE 12

*EDUCATION AND EMPLOYMENT STATUS*

| Education | Employment Status: Employed | % | Employment Pending | % | Not Employed | % | Employment Unknown | % | Totals | % |
|---|---|---|---|---|---|---|---|---|---|---|
| 6th Grade or Less | 4 | | 4 | | 18 | | | | 26 | |
| 7th to 8th Grade | 13 | | 3 | | 33 | | 4 | | 53 | |
| Some High School | 25 | | 6 | | 109 | | 5 | | 145 | |
| Subtotal | 42 | 63% | 13 | 46% | 160 | 58% | 9 | 43% | 224 | 57% |
| High School Graduate | 17 | | 11 | | 62 | | 2 | | 92 | |
| Some College | 2 | | | | 5 | | | | 7 | |
| College Graduate | | | 1 | | 3 | | | | 4 | |
| Subtotal | 19 | 28% | 12 | 43% | 70 | 25% | 2 | 9% | 103 | 26% |
| Education Unknown | 6 | 9% | 3 | 11% | 46 | 17% | 10 | 48% | 65 | 17% |
| Total | 67 | 100% | 28 | 100% | 276 | 100% | 21 | 100% | 392 | 100% |

TABLE 12A

*EDUCATION AND EMPLOYMENT STATUS*

| Education | Employment Status | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Employed | % | Employment Pending | % | Not Employed | % | Employment Unknown | % | Totals | % |
| Below High School Graduate | 42 | 19% | 13 | 6% | 160 | 71% | 9 | 4% | 224 | 100% |
| High School Graduate or Over | 19 | 18% | 12 | 12% | 70 | 68% | 2 | 2% | 103 | 100% |

TABLE 13

*EDUCATION AND FINANCIAL ASSISTANCE*

| Education | None | % | ADC Pending | % | ADC | Social Security | Township Trustee | Veteran's Disability | Subtotal on Assistance | | Unknown | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 6th Grade or Less | 11 | | 1 | | 9 | 3 | 0 | 0 | 12 | | 2 | |
| 7th to 8th Grade | 16 | | 2 | | 18 | 3 | 4 | 3 | 28 | | 7 | |
| Some High School | 56 | | 10 | | 61 | 8 | 2 | 1 | 72 | | 7 | |
| Subtotal | 83 | 59% | 13 | 43% | 88 | 14 | 6 | 4 | 112 | 60% | 16 | 224 |
| High School Graduate | 32 | | 12 | | 33 | 4 | 2 | 2 | 41 | | 7 | |
| Some College | 3 | | 0 | | 2 | 1 | 0 | 1 | 4 | | 0 | |
| College Graduate | 3 | | 1 | | 0 | 0 | 0 | 0 | 0 | | 0 | |
| Subtotal | 38 | 27% | 13 | 43% | 35 | 5 | 2 | 3 | 45 | 24% | 7 | 103 |
| Unknown | 20 | 14% | 4 | 14% | 22 | 4 | 2 | 2 | 30 | 16% | 11 | 65 |
| Total | 141 | 100% | 30 | 100% | 145 | 23 | 10 | 9 | 187 | 100% | 34 | 392 |

50

TABLE 14

*AGE OF PERSONS IN FAMILIES WITHOUT CHILDREN*

| Age Cohort | Single Person Living Alone | Single Person With Parent | Married Couple |
|---|---|---|---|
| Teens | 2 | 0 | 1 |
| Twenties | 8 | 1 | 7 |
| Thirties | 5 | 0 | 13 |
| Forties | 8 | 0 | 2 |
| Fifties | 11 | 2 | 5 |
| Sixties | 5 | 1 | 3 |
| Seventies | 0 | 1 | 3 |

Range is from 18 to 78.

*FINANCIAL SUMMARY*

*RECONCILIATION OF EMERGENCY SERVICES PROJECT EXPENDITURES FOR THE PERIOD OCTOBER 1, 1972 TO NOVEMBER 30, 1973*

| | | |
|---|---|---|
| Total Funds Received from HEW-OCD | | $50,000.00 |
| Expenditures for Project | | |
| Personnel | $27,741.96 | |
| Fringe Benefits | 333.40 | |
| Travel | 650.00 | |
| Telephone | 780.63 | |
| Utilities | 117.79 | |
| Maintenance | 137.77 | |
| Supplies | 220.77 | |
| Space Rental | 1,300.00 | |
| Employer Taxes | 2,018.78 | |
| Furniture and Fixtures | 272.37 | |
| Emergency Expenditures | 16,426.53 | |
| Total Expenditures for Emergency Services Project | | $50,000.00 |

APPENDIX A

*AREA II STATISTICS FOR 1974*

*SERVICES PROVIDED BY HEALTH AND HOSPITAL CORP. OF MARION COUNTY*
*COMMUNITY HEALTH NURSING DIVISION STATION I*
*524 E. 16th. Street*

| Census Tracts | 531 | 523 | 533 |
|---|---|---|---|
| Tuberculosis | | | |
| Pulmonary Active | 1 | 4 | 2 |
| Pulmonary Inactive | 8 | 23 | 10 |
| Prenatal | 15 | 15 | 10 |
| Postpartum and New Born | 23 | 87 | 35 |
| Prematures | 5 | 7 | 6 |
| Infants to One Year | 28 | 62 | 28 |
| Preschool Age | 16 | 120 | 24 |
| School Age | 34 | 40 | 17 |
| Adult | 0 | 123 | 39 |
| Communicable Diseases | 0 | 1 | 0 |
| Cancer | 0 | 2 | 0 |
| Cardiovascular | 6 | 15 | 2 |
| Diabetes | 2 | 3 | 1 |
| Orthopedic | 0 | 5 | 0 |
| Psychiatric | 1 | 2 | 1 |
| Mental Retardation | 0 | 4 | 1 |
| Cerebral Dysfunction | 0 | 3 | 1 |

APPENDIX B-1

NOTICE OF AVAILABLE POSITION

Project : Emergency Services Research and Demonstration Project

Agency : Marion County Community Coordinated Child Care Policy Committee, Inc.

Location : 1505 N. Delaware

Position : Project Coordinator

Qualifications:

Graduate from accredited college or university with a Bachelor's Degree in social work or related area or equivalence in work experience and responsibility.

Reports to: 4-C's Executive Director

Supervises: Neighborhood Workers and Emergency Care Workers

Responsibilities:

1. Organize and serve as leader of the consultive team (members of 4-C's Program and Development Committee and representatives of agencies and/or groups serving area.)
2. Supervise neighborhood workers and emergency care workers.
3. Prepare and coordinate distribution of information related to emergency services to neighborhood and news media as required.
4. Provide training to staff involved in emergency services project.
5. Coordinate recruitment and service of volunteer that may be required.
6. Serve as liason between 4-C's and community in matters related to the project.
7. Maintain records of a nature determined by the director.
8. Work with consultive staff and director collecting and preparing data required to effectively complete project.
9. Prepare with consultive staff and director, final report of project.

Salary: $7,500-9,000--depending on qualifications

Position Available: Immediately

Contact: Telephone or write for application:

Marion County Community Coordinated Child Care Policy Committee, Inc.
1505 N. Delaware
632-1472

APPENDIX B-2

NOTICE OF AVAILABLE POSITION

Project: Emergency Services Research and Demonstration Project

Agency: Marion County Community Coordinated Child Care Policy Committee, Inc.

Location: 1505 N. Delaware

Position: Emergency Care Worker

Qualifications:

1. Provide emergency care and shelter for families and children involved in the emergency services program.
2. Availability on evenings and weekends.
3. Possibility of using own home for care.
4. Ability to work cooperatively with neighborhood agencies and residents.
5. Knowledge of community and at least two available resources.
6. Consideration given to persons residing in Area #2.

Responsibilities:

1. Keep cross reference file of families to specify agency or agencies involved.
2. Record information and services rendered to families.
3. Keep files updated, listing services provided, agency to whom referred, source of referral and why follow-up help is given.
4. Reports to: Project Coordinator

Salary: $5,000

Position Available: Immediately

Contact: Telephone or write for application:
Marion County Community Coordinated Child Care Policy Committee, Inc.
1505 N. Delaware
632-1472

APPENDIX B-3

NOTICE OF AVAILABLE POSITION

Project: Emergency Services Research and Demonstration Project

Agency: Marion County Community Coordinated Child Care Policy Committee, Inc.

Location: 1505 N. Delaware

Position: Neighborhood Worker (Part-time)

Qualifications:

1. At least 10th grade education
2. Knowledge of community and at least two available resources
3. Experience in social work or related area
4. Consideration given to persons residing in Area #2
5. Availability on evenings and weekends

Responsibilities:

1. Individual must have the ability to listen, understand and talk with residents of the area.
2. Individual must work with residents in enabling them to solve their own problems.
3. Individual must inform the residents of Area #2 of the services available from this project.
4. Reports to: Project Coordinator

Salary: $2.25 per hour

Position Available: Immediately

Contact: Telephone or write for application:

Marion County Community Coordinated Child Care Policy Committee, Inc.
1505 N. Delaware
632-1472

APPENDIX B-4

NOTICE OF AVAILABLE POSITION

Project: Emergency Services Research and Demonstration Project

Agency: Marion County Community Coordinated Child Care Policy Committee, Inc.

Location: 1505 N. Delaware

Position: Clerk-Typist (Part-Time)

Qualifications:

1. Type 40 words per minute
2. Ability to keep records and answer telephone
3. Ability to work cooperatively with neighborhood agencies and residents
4. Knowledge of community and at least two available resources
5. Consideration given to persons residing in Area #2.

Responsibilities:

1. Keep cross reference file of families to specify agency or agencies involved.
2. Record information and services rendered to families.
3. Keep files updated, listing services provided, agency to whom referred, source of referral and why follow-up help is given.
4. General office duties.
5. Reports to: Project Coordinator

Salary: $2.25 per hour

Position Available: Immediately

Contact: Telephone or write for application:
Marion County Community Coordinated Child Care Policy Committee, Inc.
1505 N. Delaware
632-1472

APPENDIX C

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

INTAKE
(REQUEST FOR EMERGENCY ASSISTANCE)

Name _____ Date _____ Case # _____

Address _____ Zip Code _____

Interviewer _____ Job Title _____

I. Ethnic Group: A. Caucasian ( ) D. Mexican-American ( ) II. Sex: Male ( )
B. Negro ( ) E. Oriental ( ) Female ( )
C. American Indian ( ) F. Other ( )

III. Family Head: A. Yes ( ) B. No ( ) If no, indicate relationship _____

IV. Is this a one member family? A. Yes ( ) B. No ( )

V. Family Members (Including Applicant)

| Relationship to Head | Sex | Date of Birth | Income Last 12 Mos. | Income Source |
|---|---|---|---|---|
| 1. Head | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |
| 6. | | | | |
| 7. | | | | |
| 8. | | | | |
| 9. | | | | |
| 10. | | | | |

VI. Birth Place of Head of Household _____

VII. Social Security # _____

IX. Education
A. None ( ) D. High School ( )
B. K-6 ( ) E. Some College ( )
C. 7-9 ( ) F. College ( )

X. Marital Status
A. Married ( ) D. Widowed ( )
B. Separated ( ) E. Divorced ( )
C. Single ( )

XI. Type of Contact: A. Walk-in ( ) B. Outreach ( ) C. Referred by Person ( )
D. Referred by Agency ( ) E. Telephone In ( ) F. Telephone Out ( )
G. Other ( ) _____

XII. Employment: Is applicant employed? A. Yes( ) B. No( ) Job Title _____
Is Job: A. Temporary ( ) B. Permanent ( ) Hours/week _____ Rate _____
Has applicant ever held a job? A. Yes ( ) B. No ( )
If no, reason for unemployment _____

 Case Number _____

XIII. Needs identified by woker _____

_____

XIV. Other Government Assistance Received:

| Type | Operating in Marion County | Is Applicable To Family | Comments |
|---|---|---|---|
| FOOD ASSISTANCE: Food Stamps | | | |
| School Lunch | | | |
| Trustee | | | |
| Other (Describe) | | | |
| | | | |
| MEDICAL ASSISTANCE: Medicare | | | |
| Medicaid | | | |
| Other Welfare Health Service | | | |
| Other (Describe) | | | |
| | | | |
| SHELTER & CLOTHING: Welfare | | | |
| Trustee | | | |
| Other (Describe) | | | |
| | | | |

TYPE OF ASSISTANCE GIVEN

( ) Food (Describe type and number of voucher) _____

_____

( ) Medical (Describe type and record number of voucher) _____

_____

( ) Shelter and Clothing _____

_____

( ) Issued Voucher# _____ For _____ In the amount of $ _____

( ) Referred Applicant to: _____

_____

( ) Other (Describe) _____

_____

Additional emergency assistance may( ) may not( ) be needed. Follow-up action is to be taken by: ( ) Interviewer ( ) Agency ( ) Other

_____

Signature of Client Date

APPENDIX D

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

PRELIMINARY REFERRAL FORM

To: _____ Telephone _____
Name of Agency

_____
Address of Agency City State Zip Code

We are referring: _____
Name of Client Telephone

_____
Address of Client City State Zip Code

Who has an appointment with: Miss / Mr. / Mrs. _____

_____
Date Time

Who is seeking assistance for: _____

_____

_____
Date Referring Worker Supervisor's Initials

---

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT
225 East 15th Street--632-5531
Indianapolis, IN 46202

FEEDBACK

Agency _____

Applicant's Name _____ Telephone _____

Address _____ City _____ State _____ Zip _____

Please indicate your disposition on this referral in the space provided below and return one copy to this office. If you are not able to provide assistance, will you please advise as to the reason(s). In your opinion, was this an appropriate referral? Please list below the client's problem as you understand it. Thank you for your assistance.

_____

_____

Date _____ Signature _____

APPENDIX E

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

DEAD-END REFERRAL
(Make two copies)

Client's Name _____ Date _____

Address _____

Name of Interviewer _____

Type of Referral: Telephone ( ) Walk-in ( ) Referred by: _____

Referred To: _____

_____

_____

Signature of Interviewer:

(DETACH AND RETAIN IN DEAD-END FILE)

---

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

DEAD-END REFERRAL
(Make two Copies)

Client's Name _____ Date _____

Address _____

Name of Interviewer _____

Type of Referral: Telephone ( ) Walk-in ( ) Referred by ( ) _____

Referred To: _____

_____

_____

Signature of Interviewer:

APPENDIX F

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

RECORD OF ASSISTANCE GIVEN

Name _____ Date _____

Address _____ Zip Code _____ Telephone _____

Interviewer _____ Time _____

Client's File Number _____

| DATE | DOLLAR AMOUNT | VOUCHER NUMBER | TYPE OF ASSISTANCE | SIGNATURE OF INTERVIEWER |
|---|---|---|---|---|
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ELIGIBILITY FOR OTHER AGENCY'S ASSISTANCE OBTAINED

| Date Eligibility Obtained | Name of Agency | Name of Worker Assisting Family |
|---|---|---|
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APPENDIX H

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

OUTREACH RECORD

NAME OF CASEWORKER _____

| DATE | TIME | ADDRESS | NAME IF OCCUPANT | COMMENTS |
|---|---|---|---|---|
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APPENDIX G

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

DAILY REGISTER

| DATE | NAME | ADDRESS | REASON FOR VISIT |
|---|---|---|---|
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APPENDIX I

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

FOOD VOUCHER

Payable to:_____

_____

_____

Voucher Number_____

Case Number_____

Date_____

Name and Address of Person Issued to:

Amount to be filled in by Grocer _____

_____

_____

_____

Family Member:

_____

_____

_____

_____

VOUCHER TO BE USED FOR FOOD ONLY.

AMOUNT NOT TO EXCEED $_____

Original copy to vendor to be sent by vendor to Marion County 4-C's
Duplicate copy to vendor's file
Duplicate copy to 4-C's file

Marion County 4-C's
Emergency Services Project
1505 N. Delaware
Indianapolis, IN 46202
632-1472

_____
Signature of Client

Authorized by

_____

Vendor's Copy

# COME JOIN The FUN!

WHO: YOU ARE INVITED!!

WHAT: FOOD DEMONSTRATION

WHERE: PRESBYTERIAN CENTER
1505 N. DELAWARE ST.
Room #2 – SOUTH BUILDING

WHEN: WEDNESDAY, AUGUST 15, 1973
10:00 A.M.

WHY: TO GIVE YOU TIPS ON HOW TO
STRETCH YOUR FOOD DOLLAR
WHILE GROCERY SHOPPING

FREE RECIPES!
FREE COFFEE!
FREE FOOD!

TELL YOUR FRIENDS!!!
PASS THE WORD!!!
SEE YOU THERE!!!



SPONSORED BY: PRESBYTERIAN SOCIAL SERVICES
MARION COUNTY 4-C EMERGENCY SERVICES
MARION COUNTY COOPERATIVE EXTENSION SER.

Marion County
Community Coordinated
Child Care Policy Committee
INCORPORATED
1505 NORTH DELAWARE STREET
INDIANAPOLIS, INDIANA 46202
TELEPHONE (317) 632-1472

ATTENTION! AREA #2 RESIDENTS

IF YOU ARE FACED WITH AN EMERGENCY

OR

IF YOU KNOW SOMEONE WHO NEEDS EMERGENCY HELP

CALL FOR ASSISTANCE AT 4-C EMERGENCY SERVICE

632-5531

4-C EMERGENCY SERVICE IS OPEN 24 hours a day

IN AN EMERGENCY, ASSISTANCE FOR FOOD, FUEL, CLOTHING, TRANSPORTATION AND MEDICAL NEED IS AVAILABLE.

# Emergency Care Set For Family Crises

By MYRTA PULLIAM

Emergency care for near-Northeastside families with children will be offered through a new 24-hour, seven-day-a-week service.

Beginning Monday, the new demonstration and research project at 225 East 16th Street will offer both referral and direct services to families which have a crisis and need help with just about anything — food, fuel, shelter, transportation, clothing or medical care.

One of the primary concerns of the research project is to prove whether or not one agency can refer families to a variety of other agencies for help.

SHIRLEY COOPER, program director, says the new service will draw upon the existing agencies which serve the area. There also will be emergency assistance available until a family can get help from an existing agency.

There will be bagged coal and fuel oil available at the center, some canned and staple food and children's clothing.

Mrs. Cooper has arranged for a voucher system with the neighborhood grocery stores and pharmacies, and for services of a neighborhood cab company.

Eventually the center's half-a-double will have cots so emergency shelter can be given to evicted families or fire victims. Children who are at the center during the day will be placed at the Demonstration Day Care Center across the street.

A $50,000 grant for the project was made to the Marion County Community Co-ordinated Child Care Committee (4Cs) from the Office of Child Development of the United States Department of Health, Education and Welfare.

An important part of the research project is follow-up. The workers will check with each family and agency after after referral to make sure the family went to the proper place and received proper aid.

ONE ADVANTAGE to this, said 4 Cs Director Jane Scholtaert, is that the "con artists" will be weeded out.

Three full-time and three part-time staff members for the project were authorized last night.

A training course will be given to staff members by a public health nurse, the American Red Cross, a continuing education expert, an attorney, the Indianapolis Police Department, the Marion County Mental Health Association and the Learning Cen-

APPENDIX K-2

JANUARY 31, 1973. CITIZEN'S REVIEW

# Grant for Emergency Service

The function of the Marion County Community Coordinated Child Care Emergency Services Research and Demonstration Grant which is to open in February, is to serve as a central referral service for emergency help. The project, which is funded by the Office of Child Development of Health, Education and Welfare, has Model Cities Area #2 with the specific boundaries of 22nd Street on the North, Cornell Street on the East, 12th Street on the South, and Meridian Street on the West as the target area. The location of the project is 225 East 15th Street and the hours of operation will be twenty-four hours a day, seven days a week.

Although the project is not to duplicate any services already provided by existing community agencies and organizations, there will be emergency aid given to Area #2 residents in a crises situation; particularly during the after-work hours of other agencies and organizations.

Some of the services provided by the Emergency Services Project include clothing, fuel, transportation, medical and pharmacy needs, food and shelter on an emergency basis. Once the immediate need of the client has been satisfied, the Emergency Services Project will serve as a central referral service to help clients receive further aid with their particular problems.

Research and Evaluation for the Emergency Services Project will be conducted with the assistance of the Consortium for Urban Education under the direction of Dr. John T. Lieli.

Mrs. Jane Schollaert, Director of Marion County 4-C says, "We anticipate that the conclusions of this research project will demonstrate the abilities of agencies at the local level to coordinate existing resources to jointly assist families in immediate difficulties."

By: Shirley A. Cooper

APPENDIX L

MARION COUNTY COMMUNITY COORDINATED CHILD CARE POLICY COMMITTEE, INC.
EMERGENCY SERVICES DEMONSTRATION PROJECT

FEEDBACK CONFERENCE

1. List specific questions you have about Emergency Services.

_____

_____

_____

2. How frequently have you had contact with Emergency Services?

_____

_____

_____

3. How effective has Emergency Services been in conjunction with your organization?

_____

_____

_____

4. List your comments about Emergency Services.

_____

_____

_____

5. In what ways can Emergency Services be more effective?

_____

_____

_____

6. What specific procedure should Emergency Services use when making referrals to your organization?

_____

_____

_____

_____

7. Other Comments: